

Memorandum

To : Our MIRS Customers

Date: March 30, 2007

From : State Controller's Office
Dave Edwards, Manager
Customer Support Section

Subject: 2006 CUSTOMER SATISFACTION SURVEY RESULTS

The State Controller's Office, Personnel/Payroll Division, has completed the 2006 Management Information Retrieval System (MIRS) Customer Satisfaction Survey and is please to share the results. As you know, this survey focused on how well the MIRS is satisfying department needs in specific areas of Program Performance, Customer Support, Communication, Training, and Website.

The last MIRS Customer Satisfaction Survey was conducted in October 2004. The 2006 survey contains the same questions used in 2004, and some new questions on the website. The 2006 survey had an acceptable response rate of 81 percent, with 77 surveys returned.

Your time and effort in participating in this year's survey is greatly appreciated. Please remember that our focus is on you, our customers, and your input has provided us with areas where we can enhance our customer service level.

Should you have any questions regarding the survey results, please contact me at (916) 445-6983, or via email at dedwards@sco.ca.gov.

Thank you,

DE:sk

**STATE CONTROLLER'S OFFICE
MANAGEMENT INFORMATION RETRIEVAL SYSTEM**

2006 vs. 2004 Overall Customer Satisfaction Rating Comparison

Rating	2006	2004	Difference
Overall Satisfaction	99.3%	98.9%	0.4%

Satisfaction Level	2006	2004	Difference
Very Satisfied	60.7%	53.2%	7.5%
Satisfied	38.6%	45.7%	(-7.1%)
Dissatisfied	0.6%	0.9%	(-.3%)
Very Dissatisfied	0.1%	0.2%	(-.1%)

PROGRAM PERFORMANCE

Program Performance	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	39.7%	58.1%	1.8%	0.4%
Meeting Your Mgt Information Needs	47.4%	52.6%	0.0%	0.0%
Screens and Function Keys	35.6%	61.8%	2.6%	0.0%
Existing Common Library Reports	31.6%	67.1%	1.3%	0.0%
Ease of Use	25%	65.8%	6.6%	2.6%
System Response Time	57.1%	42.9%	0.0%	0.0%
Data Files/Elements	41.4%	58.6%	0.0%	0.0%

Sampling of Program Performance write-in comments

1. I love MIRS. I think it is one of the best tools that we have in the department.
2. I know that MIRS is great for pulling up information for those who know how to use it, however it is not user friendly.
3. I don't use the Common Library too often.
4. MIRS program has been extremely handy in providing my Management with information. Sometimes the information requested was needed within a few hours for Director or Resources Agency Secretary. On occasion I have called MIRS Consultants who are always willing to help me work it out so I could meet the short time frame involved. MIRS is both a blessing and a curse but I couldn't live without it!
5. The ease of use of the system could be a bit better, but am happy with what we have.

CUSTOMER SUPPORT

Customer Support	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	85.5%	14.5%	0.0%	0.0%
Availability by Phone, Fax, E-mail or Other Electronic Mail	89.6%	10.4%	0.0%	0.0%
Willingness to Work with You Until Your Reporting Needs are Met	90.9%	9.1%	0.0%	0.0%
Understand Your Mgt Info. Needs	85.3%	14.7%	0.0%	0.0%
Anticipate Your Mgt Info. Needs	71.2%	28.8%	0.0%	0.0%
Possess Appropriate Tech Knowledge	88.3%	11.7%	0.0%	0.0%
Provide Adequate Technical Assistance	87.0%	13.0%	0.0%	0.0%

1. MIRS has excellent Customer Support. I am very appreciative of their efforts.
2. The MIRS consultants are always very helpful and have always been able to resolve my issues and get my reports to work.
3. The MIRS consultants are awesome and have been available and knowledgeable in all areas that I have expressed a need.
4. Staff is always responsive and helpful. (thank you!)
5. All MIRS consultants are extremely responsive and go above and beyond in assisting us. I often try to make a report more complex than it needs to be and you always tactfully let me know there is a much easier way to write some reports. You guys Rock!

COMMUNICATION

Communication	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	53.8%	46.2%	0.0%	0.0%
MIRS Website	50.7%	49.3%	0.0%	0.0%
Notes Sent Via Electronic Mail	56.2%	43.8%	0.0%	0.0%
Messages Displayed on the MIRS Message Logon Screen	58.7%	41.3%	0.0%	0.0%
MIRS News/Updates Web Page	49.3%	50.7%	0.0%	0.0%

1. Always keeps me informed.
2. I still need to familiarize myself with the website.
3. Could use more "tidbits" from other MIRS users/departments as use to be disseminated via the MIRS Bulletin. I appreciate those departments willing to share programs and shortcuts they have discovered and MIRS Consultants putting them on the Website and in the Library. I also appreciate when a MIRS Consultant will share or recommend another MIRS user who has done what I am trying to do so I don't have to reinvent the wheel.
4. I probably don't look at the website as much as I should.

TRAINING

Training	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall Results	52.1%	47.1%	0.4%	0.4%
Frequency of Training	37.5%	61.1%	1.4%	0.0%
Organization of Course Materials	60.3%	39.7%	0.0%	0.0%
Appropriate Topics Covered	61.6%	38.4%	0.0%	0.0%
Training Aids Used	65.8%	34.2%	0.0%	0.0%
Knowledge of Trainer(s)	80.8%	19.2%	0.0%	0.0%

1. Good training sessions.
2. It's been a while since I was in training but remembered getting into the appropriate training class quickly. The courses are extremely well planned with a lot of reinforcement in the way of discussion and exercises. I still refer to the manuals to refresh my memory and I've been a MIRS user for a really long time.
3. Samantha and Pam recently visited our facility. It was very helpful to me, especially since it was more of a 1-on-1 training instead of a classroom environment.
4. I would like to see more training on defines and combining files to create more complex reports.
5. I learn something new every time I go to training.

WEBSITE

Training	Regularly	Occasionally	Seldom	Never
Overall Results	19.3%	34.8%	35.8%	10.1%
View/Print Master File Descriptions	22.4%	38.2%	31.6%	7.8%
View/Print Update Schedule	21.1%	34.2%	38.2%	6.6%
View/Print Contacts	11.8%	36.9%	42.1%	9.2%
View/print Downloading Instructions	17.6%	37.8%	27.0%	17.6%
View/Print Training Information	23.6%	26.4%	40.3%	9.7%

1. I have a catalog rack on my desk with all my MIRS reference material in it so it is always handy. I print everything that I need and keep it in this rack for quick reference. I should probably go to the web more often, but find I don't unless I know that there is something changing that I need to update.
2. I never knew that the print downloading instructions were on the website, but I will definitely check it out now.
3. I don't have downloading capabilities and MIRS staff always assist by sending data (via e-mail).
4. I guess I should visit the MIRS website. I keep forgetting that it's available.
5. I have copies of the master file, update schedule and downloading instructions saved that I refer to regularly, so I don't view the website. I just look at my copies.

MIRS ENHANCEMENTS

The 2006 survey requested our customers to provide their top three MIRS enhancements. The responses were grouped into four categories: Training, System Changes, Reports, and Miscellaneous.

The Training category shows that customers believe that hands on training and repetition is the best way to learn the MIRS. With the choices of Training classes offered, it appears that we are meeting the different level of experience for each of our customers.

For the System Change category, several suggestions continually appeared, such as increasing the system idle time before system logoff, expanding the data base history to include more than 24 months, and updating MIRS files more than once a week.

In the Report category, our customer's suggestions ranged from developing more Common Library reports to simplifying the report writing process. Five new reports for Intermittent tracking were created and placed in the Common Library in May 2006.

MIRS - GENERAL COMMENTS

In addition to our customers offering comments and suggestions by each of the five individual categories and MIRS enhancement ideas, the 2006 survey provided a section for general comments.

Out of the 23 general comments received, 13 of the comments (57%) were very complimentary of the MIRS consultants. The remaining comments ranged from praising the MIRS to suggesting that the MIRS terminology could be more simplified and user friendly, and included a comment to post report writing challenges on the MIRS Website.

CONCLUSION

We are extremely pleased with the 2006 survey results. The 99.3% rating clearly indicates our customers' satisfaction with our products and services, and the MIRS consultants' effort in meeting critical department management information needs, while providing quality customer support.